

FY 97 DCMC Performance Report  
Table of Contents

Introduction .....	1
Resource Management Goals .....	4
Mission Management Goals .....	5
Performance Goals .....	14

## FY 97 DCMC Performance Report Introduction

The attached Performance Report is DCMC's final report of its FY 97 achievements under the GPRA. During DLA's final year as a performance management pilot under the GPRA, DCMC has continued to make significant progress in improving our business performance as well as our performance management processes. In FY 97, we fully deployed our top-level and supporting metrics. We also restructured our management review process to present a comprehensive and accurate picture of the state of the Command as measured against the performance goals in the DCMC Performance Plan.

This report is comprised of three sections: (1) Resource Management Goals, (2) Mission Management Goals, and (3) Performance Goals.

The Resource Management section reports on the achievement of our FY 97 total budget and Full-Time Equivalent (FTE) execution goals.

The Mission Management section covers our success in meeting the FY 97 targets established for our top-level and supporting metrics. DCMC's top-level metrics, also referred to as the seven "Rights," are:

- Right Item: Does It Meet Contract Requirements?
- Right Time: Is It Delivered On Time?
- Right Price: Do We Find Cost Savings/Avoidances?
- Right Advice: Is It On Point?
- Right Reception: Is The Customer Satisfied?
- Right Efficiency: Are We Getting More Affordable?
- Right Talent: Are We Prepared?

The final section addresses our achievements against the performance goals in the Performance Plan. Since DCMC's top-level and supporting metrics had not yet been established when the FY 97 Performance Plan was initially developed, all of the metrics were not included in the Plan. Upon deployment of the metrics, however, they were monitored on a monthly basis at our management reviews. This disconnect was resolved in our FY 98 Performance Plan, as all of the metrics are fully integrated into the Plan.

DCMC remains committed to increasing our performance levels and providing our customers with high-quality contract management services throughout the acquisition cycle – around the clock, around the world. Our future plans have and will continue to incorporate lessons learned from our past performance and feedback from our valued customers as we team with them to provide world-class service now and into the 21<sup>st</sup> century.

Some of the highlights of the Performance Report include:

- \* DCMC executed 99.4 percent of its authorized budget, the goal was set at 99.5 percent of the total authorized. The slight underexecution was primarily due to prior year accounting adjustments made to the current year.

- \* DCMC executed 99.1 percent of its authorized FTEs.

- \* Engineering Change Proposals and Major Critical Waivers/Deviations were reduced through continuous process improvement through teaming between the CAOs, contractors, and buying activities. These are very important products to our customers and DCMC remains committed to continually improving our processes in these key goal areas.

- \* As of the end of FY 97, 78 percent of major software recommendations were adopted. The Software Professional Estimation and Collection System (SPECS) had a positive impact on our ability to exceed our goal by allowing documentation and collection of vital information used by the Software Professionals to track and close recommendations. This is a growing part of our business and is increasingly important to our customers.

- \* DCMC fell short of its Return on Investment goal of \$4.85 for every dollar of actual operating costs but was able to achieve a rate of \$4.62. The primary shortfall was in the Process Improvement category, however Single Process Initiative cost savings/avoidances made a very positive contribution and the Command remains proud of our significant accomplishments in this area.

- \* During FY 97, DCMC was able to increase the number of repeat Early CAS customers by 47 percent. This is testament to the value added our customers see to our involvement up front in the acquisition cycle.

- \* There were 1162 processes submitted under the Single Process Initiative (SPI), 664 processes resulted in block change modifications at a rate of 57.1 percent – a significant accomplishment.

- \* Customer satisfaction has increased significantly. Customers indicated particular satisfaction with On-Time Delivery, SPI, and the Customer Liaison Program. On a scale of 1 to 6, satisfaction was rated overall at 5.3.

- \* Canceling funds remains a metric to be monitored. The fiscal year began with \$1.8B scheduled to cancel, per MOCAS \$644M did cancel. A standardized monthly reporting form has been developed to identify canceling fund dollars by reason which will identify problem areas and allow for timely corrective action. We expect to redouble our efforts in this area in the future to improve our performance.

\* A Lead Commanders concept has been implemented to ensure that DCMC remains a key player in the DoD acquisition process in the 21<sup>st</sup> century. Lead Commanders are responsible for implementing policies and procedures that foster sharing best practices across segments of a corporation.